

TÜV NORD CERT –

Expected new version of Standard ISO 9001: New structure, changed emphasis

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For many years, the internationally-recognised ISO 9001 standard has provided the basis for efficient quality management and successful quality assurance for a wide variety of organisations. Currently, the version from the year 2008 is in use. However, Technical Committee ISO/TC 176 has been working on an amended version for two years now, and it is due for publication at the beginning of 2015. We have summarised some of the probable new content and new features of the revised version of ISO 9001 for you below.

An overview of the expected changes

- ISO 9001 remains the only non-sector-specific QM certification standard. Following issue of the amended version, it will provide a consistent basis for certification for the next 10 years.
- The aim of the amendment is to reflect the increasing complexity of the environment within which organisations have to work. The most important objectives of ISO 9001, such as customer satisfaction and creation of compliant products and services, remain in place.
- A new High Level Structure is intended to ensure greater harmony between ISO 9001 and other management system standards. This means that the standard will be structured in a different way.
- It is expected that the individual responsibility and autonomy of organisations will be emphasised more strongly than has been the case up to now. The same applies to the importance of the process approach and the handling of risks.
- The amended Standard will offer an integrated approach to organisation management.
- The themes of user friendliness and market orientation will most probably be accorded more weight. This also means that the Standard will focus more strongly on the special features and needs of service providers.



New structure similar to that of other standards

It is generally assumed that ISO 9001:2015 will be restructured. This High Level Structure should basically serve to bring the same binding structure into use for all management system standards. This results in two main advantages; on the one hand terms, definitions and structures can be used in the same way in all the standards covered; on the other hand, the standards will become easier to understand and synergies will result from the combination of different standards and certifications.

The ten new paragraph headings could be as follows:

- 1. Scope**
- 2. Normative reference**
- 3. Terms and definitions**
- 4. Context of the organisation**
- 5. Leadership**
- 6. Planning**
- 7. Support**
- 8. Operation**
- 9. Performance evaluation**
- 10. Improvement**

Fact Sheet

Stronger process approach, increased consideration of risks

Some content that is already present in the current version of the Standard has been accorded greater weight and emphasised more strongly in the amended version. This applies above all to the process approach as a keystone of quality management, and to the handling of risks, which is expected to play a more central role than has been the case up to now, also in the sections on “Leadership” and “Planning”. In addition, the context within which organisations operate and also their strategies will receive greater importance.

Greater focus on service providers

The service sector continues to grow – and this will also be taken into account in the new ISO 9001:2015. In addition, in the past the Standard was characterised by the fact that it could be used on a non-sector-specific basis for both production and service companies. But whilst many items and terms have thus far referred primarily to manufacturing industry, the future intention is to cover the service sector in a much more specific way. In addition to this updating as regards the use of language, the applicability of the Standard to service providers is also to be improved. However, this may also mean this sector will be subject to stricter requirements.

Wider range of stakeholders

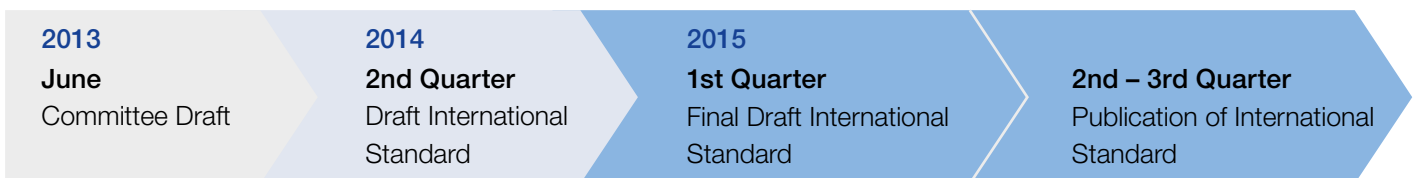
It is possible that the scope of the revised Standard will be different from the old. Whilst the scope now covers legal regulations and customer expectations, in future further interested parties with their expectations and demands may move into the foreground. This would be a result of the stronger consideration of the context of individual organisations, as mentioned above.

Effects of the changes on certification

Certification according to the amended version of ISO 9001 will only be possible after its publication. The transition period will be three years and the changeover to the new Standard will generally take place in the first certification audit or at recertification.



Timeline for the new ISO 9001:2015



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<http://www.tuv-nord.com/en/quality/din-en-iso-9001-9181.htm>